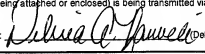


IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Paul Harold Donnelly, III et al.  
Serial No.: 10/701,821  
Confirmation No.: 7328  
Filed: November 5, 2003  
For: EXTENSIBLE AND DYNAMICALLY-CONFIGURABLE  
PROBLEM-REPORTING CLIENT  
Examiner: P. Kim  
Art Unit: 2169

Certificate of Electronic Filing Under 37 CFR 1.8  
I hereby certify that this paper (along with any paper referred to as being attached or enclosed) is being transmitted via the Office electronic filing system in accordance with § 1.6(a)(4).

Dated: 10-15-09

Signature:  (Delina A. Ranucci)

AMENDMENT IN RESPONSE TO NON-FINAL OFFICE ACTION

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

**INTRODUCTORY COMMENTS**

In response to the Office Action dated May 22, 2009, please amend the above-identified U.S. patent application as follows:

**A listing of the currently pending claims** begins on page 2 of this paper.

**Remarks/Arguments** begin on page 8 of this paper.